

Washington Military Department Emergency Management Division State Enhanced 9-1-1 Program

For Immediate Release

Contact: Kurt Hardin, Customer Support Supervisor
1-800-562-6108, ext. 7014
Penelope Cassidy, Public Information Officer
1-800-562-6108, ext. 7016

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9-1-1 Wireless Callers Identified in Emergency Response

Camp Murray, WA -- Wireless Phase II coverage is closer to becoming a reality for wireless phone users in Washington State where wireless carriers, the counties and local 9-1-1 centers have invested in technology enhancements to protect wireless callers in emergencies. Wireless Phase II allows for a quicker emergency response to your call for help.

In 1997 the Federal Communications Commission (FCC) established a two-phase plan to provide Automatic Number Identification (ANI) and Automatic Location Identification (ALI) service on all wireless phones. This service, known as the enhanced 9-1-1 (E911) system, has been available since 1998 on all wireline phones in Washington. Some wireless phones had until recently been unable to provide ANI and ALI for 9-1-1 calls. The FCC ruled that wireless carriers must, within six months of a request, provide both ANI and ALI on all 9-1-1 wireless calls received at the state's 64 Public Safety Answering Points (PSAPs) or call centers.

Wireless Phase I service, available statewide by most carriers, allows a wireless 9-1-1 call to automatically display at the 9-1-1 call taker's work station the cell phone's call back number and the location of the cell tower from which the call originated.

FCC Phase II orders wireless also known as cellular phone service carriers to provide more precise location (the longitude and latitude) information, within 50 to 100 meters, when calls are placed to 9-1-1. Wireless ALI is a critical service since often wireless 9-1-1 callers are unable to provide the location from which they are calling or the caller is unable to speak. Implementation of wireless Phase II technology must take place within six months of a PSAP request but not later than Dec. 31, 2005.

Twelve wireless service providers currently provide cellular coverage in Washington. They are Air Peak Communications, AT&T Wireless, Cingular Wireless, Cricket Communications, Inland Cellular, Nextel, Qwest Wireless, Rural Cellular, Sprint PCS, T-Mobile USA, US Cellular and Verizon Wireless.

To confirm the 9-1-1 capability from your cell phone, contact your wireless carrier. As a public service, cell phone customers may check by accessing the Enhanced 9-1-1 website at: <http://emd.wa.gov/2-e9-1-1/wireless/01-wireless-idx.htm> if their wireless carrier has these capabilities. This website is updated monthly.

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The following details the by wireless carrier, counties' served with the status of Phase I and Phase II wireless service delivery as of **December 31, 2004**.

Airpeak Communications – Customer Service: 1-888-922-0292

Counties served: Spokane

Phase I Coverage: Spokane

Phase II Coverage: service unavailable

AT&T Wireless – Customer Service: 1-866-293-4634

Counties served: Adams, Asotin, Benton, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Asotin, Benton, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Clallam, Clark, Jefferson, King, Klickitat, Lewis, Pacific, San Juan, Spokane, Thurston, Whitman, Yakima

Cingular Wireless – Customer Service: 1-800-331-0500 or 611

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Asotin, Benton, Chelan, Clallam, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Lewis, Lincoln, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Asotin, Chelan, Clallam, Douglas, Grant, Grays Harbor, King, Kittitas, Lewis, Lincoln, San Juan, Skagit, Whitman, Yakima

Cricket Communications – Customer Service: 1-800-CRICKET or *611

County served: Spokane

Phase I Coverage: Spokane

Phase II Coverage: Spokane

Inland Cellular

Counties served: Adams, Asotin, Columbia, Garfield, Grant, Lincoln, Walla Walla, and Whitman

Phase I Coverage: Adams, Asotin, Columbia, Garfield, Grant, Lincoln, Walla Walla, Whitman

Phase II Coverage: not available

Nextel Communications – Customer Service: 1-800-639-6111

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Clallam, Clark, Cowlitz, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, San Juan, Spokane, Skamania, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Clallam, Clark, Grant, Grays Harbor, Island, King, Lewis, Mason, Skamania, Thurston, Walla Walla, Whitman, Yakima

Qwest Wireless – Customer Service: Qwest.com/customerService/

Counties served: Adams, Asotin, Benton, Clark, Cowlitz, Franklin, Grant, Jefferson, King, Kitsap, Lewis, Lincoln, Pierce, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, and Yakima

Phase I Coverage: Asotin, Clark, Cowlitz, Grant, Jefferson, King, Kitsap, Lewis, Lincoln, Skagit, Spokane, Thurston, Walla Walla, Whatcom, Yakima

Phase II Coverage: Clark, King

Rural Cellular Corporation – Customer Service: 1-800-385-5645

Counties served: Asotin, Chelan, Columbia, Douglas, Ferry, Garfield, Okanogan, Pend Oreille, Stevens, Walla Walla, and Whitman

Phase I Coverage: Asotin, Columbia, Garfield, Okanogan, Pend Oreille, Walla Walla, Whitman

Phase II Coverage: Whitman

Sprint PCS – Customer Service: 1-888-211-4727 or *2 on the mobile

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Asotin, Chelan, Clallam, Clark, Douglas, Island, King, Kittitas, Klickitat, Lewis, Lincoln, Mason, San Juan, Pend Oreille, Skagit, Skamania, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

T-Mobile USA – Customer Service: 1-80-TMOBILE

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Asotin, Chelan, Clallam, Clark, Douglas, Grant, Grays Harbor, Island, Jefferson, King, Kittitas, Lewis, Lincoln, Mason, Pacific, San Juan, Skagit, Spokane, Stevens, Walla Walla, Yakima

United States Cellular – Customer Service: 1-888-944-9400

Counties served: Benton, Franklin, Grant, Grays Harbor, Kittitas, Klickitat, Lewis, Mason, Pacific, Skamania, Wahkiakum, and Yakima

Phase I Coverage: Benton, Franklin, Grant, Grays Harbor, Kittitas, Klickitat, Lewis, Mason, Pacific, Skamania, Wahkiakum, Yakima

Phase II Coverage: Grant, Grays Harbor, Kittitas, Lewis, Mason, Pacific, Skamania, Yakima

Verizon Wireless – Customer Service: 1-800-922-0204 or *611 on mobile

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Clark, Douglas, Ferry, Grays Harbor, Island, Jefferson, King, Kitsap, Mason, Okanogan, Pend Oreille, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla, Whatcom, Whitman, and Yakima

Phase I Coverage: Adams, Asotin, Chelan, Clallam, Clark, Douglas, Ferry, Grays Harbor, Island, Jefferson, King, Kitsap, Mason, Okanogan, Pend Oreille, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Whatcom

Phase II Coverage: Adams, Chelan, Clallam, Clark, Douglas, Ferry, Island, Jefferson, King, Okanogan, Pend Oreille, San Juan, Skagit, Spokane, Stevens, Thurston, Whitman

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